Better Feedback for Scenario-Based eLearning

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Hello!

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What day is today?
Better Feedback

Gives learners information to make better decisions
Show, Don’t Just Tell

Consequences and Coaching
Incorrect.

When patients feel a doctor is judging their behavior, it can increase their resistance. Your response was too directive and judgmental.
Intrinsic and Instructional Feedback

Intrinsic Feedback
- Consequences
- Implicit
- Feels realistic
- Character responses
- Meters
- Environment

Instructional Feedback
- Coaching
- Explicit
- Can feel academic
- Invisible or visible narrator
Character Responses
Meters

Make invisible elements visible
Example

Managing project scope and resources
Price Meters

What could you use a price meter for?

What skill or objective would this support?
Warnings

- Safety training
- Software training
- Equipment maintenance
- Troubleshooting
What are the drawbacks for using time as a consequence?
## Environmental and Physical Changes

<table>
<thead>
<tr>
<th>Color change</th>
<th>Physical space</th>
<th>Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>Titration</td>
<td>Stacking boxes</td>
<td>Fire extinguished</td>
</tr>
<tr>
<td>Display lights</td>
<td>Retail display</td>
<td>Vehicle rolls</td>
</tr>
<tr>
<td></td>
<td>Ladder falls</td>
<td>Injury</td>
</tr>
</tbody>
</table>
What effective consequences have you used or seen?
Novices and Experts

Differences in feedback needs
Intrinsic and Instructional

**Novices**
- Need more instructional feedback or direct coaching
- More likely to struggle with cognitive load

**Experts**
- Able to pull relevant details from intrinsic feedback
- Less likely to have problems with cognitive load
Good Instructional Feedback

- Specific
- Focus on process
- Address misunderstanding
Coaches

Make instructional feedback feel less intrusive

You jumped to asking Brian to create a plan without assessing his readiness for change first. It doesn’t seem like Brian is very motivated yet.
Immediate or Delayed

Immediate consequences
- Conversation responses
- Facial expressions
- Meters

Delayed consequences
- Cascading failures
- Short-term vs. long-term
How long of a delay in feedback is needed to improve learning outcomes?
Frequent immediate consequences

Coaching before retry

Delayed consequences when realistic

Novices

Immediate coaching

Experts

Delayed coaching
Working with SMEs

3 tips to get what you need
Questions to ask SMEs

- What do people get wrong?
- What are the consequences?
- What are people confused about?
- What happens if they don’t do it right?
- Can you give me an example of when someone used this technique successfully?
Start writing even if it’s wrong.
Prototype Early
Key Points

Show, Don’t Just Tell
Combine Intrinsic and Instructional
More Coaching for Novices
Delayed Feedback for Experts
Thanks!
Any more questions?
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